

# ED Dwell

# Times

Presented By:

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# Objectives

- Review Data
  - Review Possible Causes
  - Review Possible Solutions
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# Why is a Dwell Time So Important?

- Right patient to the right place
- “Golden Hour”
- ACS recommendation is less than 2 hours



# What Does the Data Show?

**ARIZONA DEPARTMENT OF HEALTH SERVICES  
BUREAU OF EMERGENCY MEDICAL SERVICES AND TRAUMA SYSTEM**



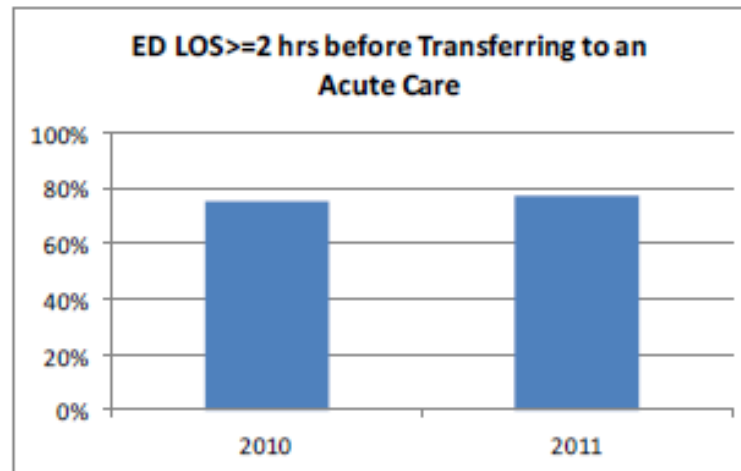
**2013 LEVEL IV  
JANUARY QUARTERLY REPORT  
ASTR 2011**

**Prepared by:  
Vatsal Chikani, MPH  
Rogelio Martinez, MPH**

**Data and Quality Assurance**



**Emergency Department (ED) Length Of Stay (LOS) at your facility before being transferred to another acute care**



ED LOS	2010		2011	
	N	%	N	%
<2 hours	110	24.39%	200	22.32%
$\geq$ 2 hours	341	75.60%	696	77.67%
Total Patients	451	100.00%	896	100.00%

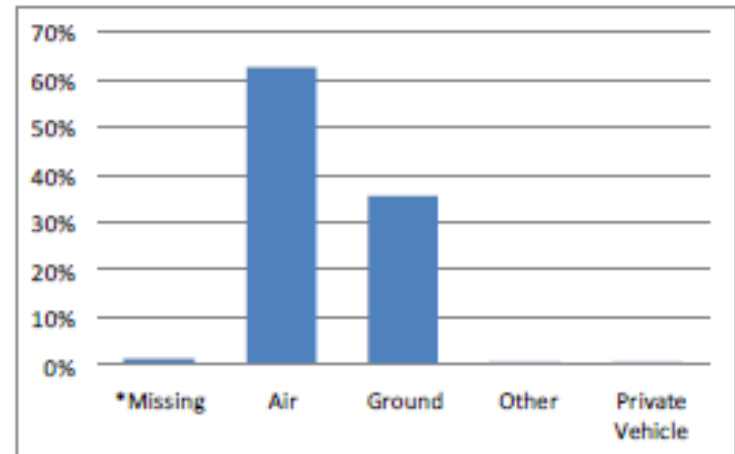
# Why Are They in My ED For So Long?

- Waiting to be seen by physician?
  - Excessive resuscitation time?
  - Laboratory turnaround times?
  - Radiograph turnaround times?
  - Unnecessary Tests?
  - Time of arrival to calling transport?
  - Time from calling transport to patient departure?
-

# A Lot of Air Transportation!

Patients transferred by your facility and their Mode of Transport: Reported by Level I

Mode of Transport	N	%
Total Transfers reported by Level I	707	100.00%
*Missing	9	1.27%
What Does the Data Show?	445	62.94%
Ground	251	35.50%
Other	1	0.14%
Private Vehicle	1	0.14%





**Why is that a bad thing?**

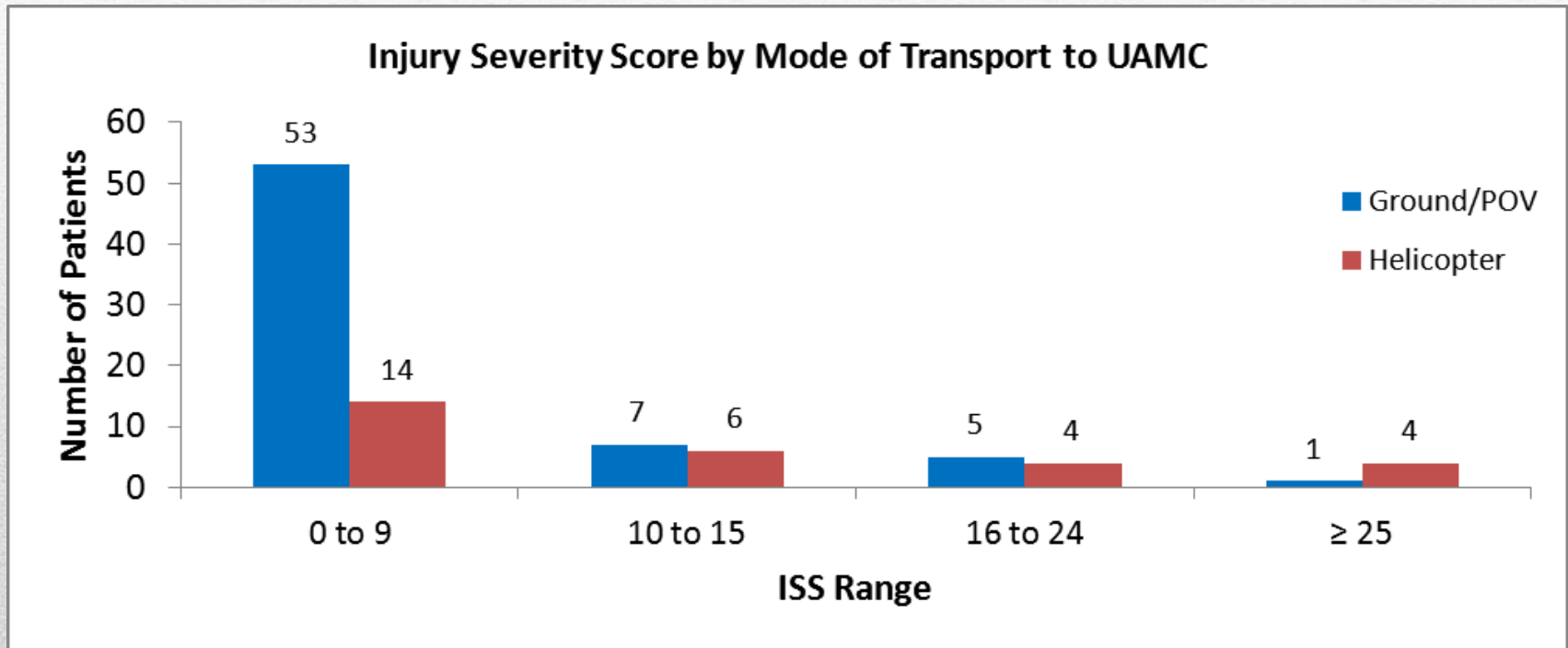
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**And It Doesn't End!**

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# Maybe Something to Track...



0-9 minor

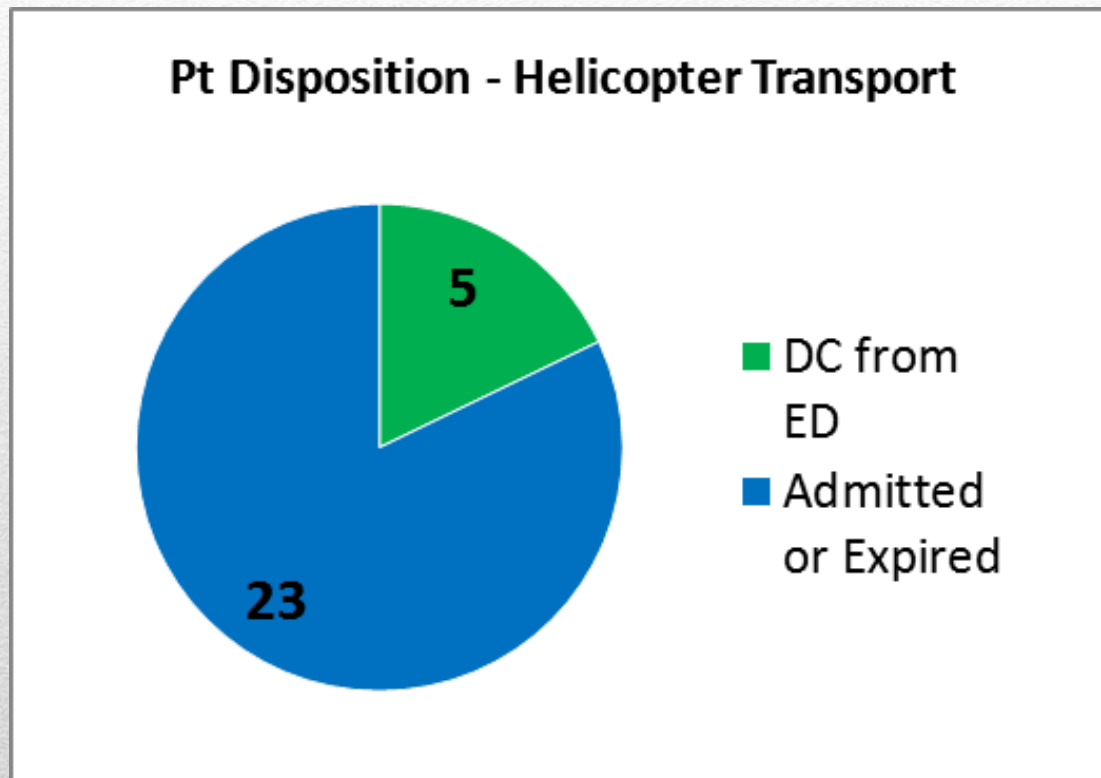
10-15 major

16-24 severe

≥25 critical



# More Questions to Ask...



# Are We Delaying Care?

ED LOS at your facility by ISS before transferring to another acute care

ED LOS (Hours)	2010				2011			
	<2 hours		≥2 hours		<2 hours		≥2 hours	
	N	%	N	%	N	%	N	%
ISS								
1-8	58	25.43%	170	74.56%	106	25.54%	309	74.45%
9-15	33	22.14%	116	77.85%	45	15.73%	241	84.26%
16-24	13	24.52%	40	75.47%	23	20.00%	92	80.00%
25-75	5	45.45%	6	54.54%	5	20.83%	19	79.16%
Total Patients	109	24.71%	332	75.28%	179	21.30%	661	78.69%

To better serve patients, those with a high ISS should be transferred quickly. In 2011, 80% of patients with an ISS over 16 had an ED LOS over 2 hours before being transferred.

Reviewing individual cases of patients with a high ISS and a high ED LOS before transfer might help identify systemic improvements.



# What Questions Do You Have About this Data?

## Patients that were transferred to higher level of care after being admitted

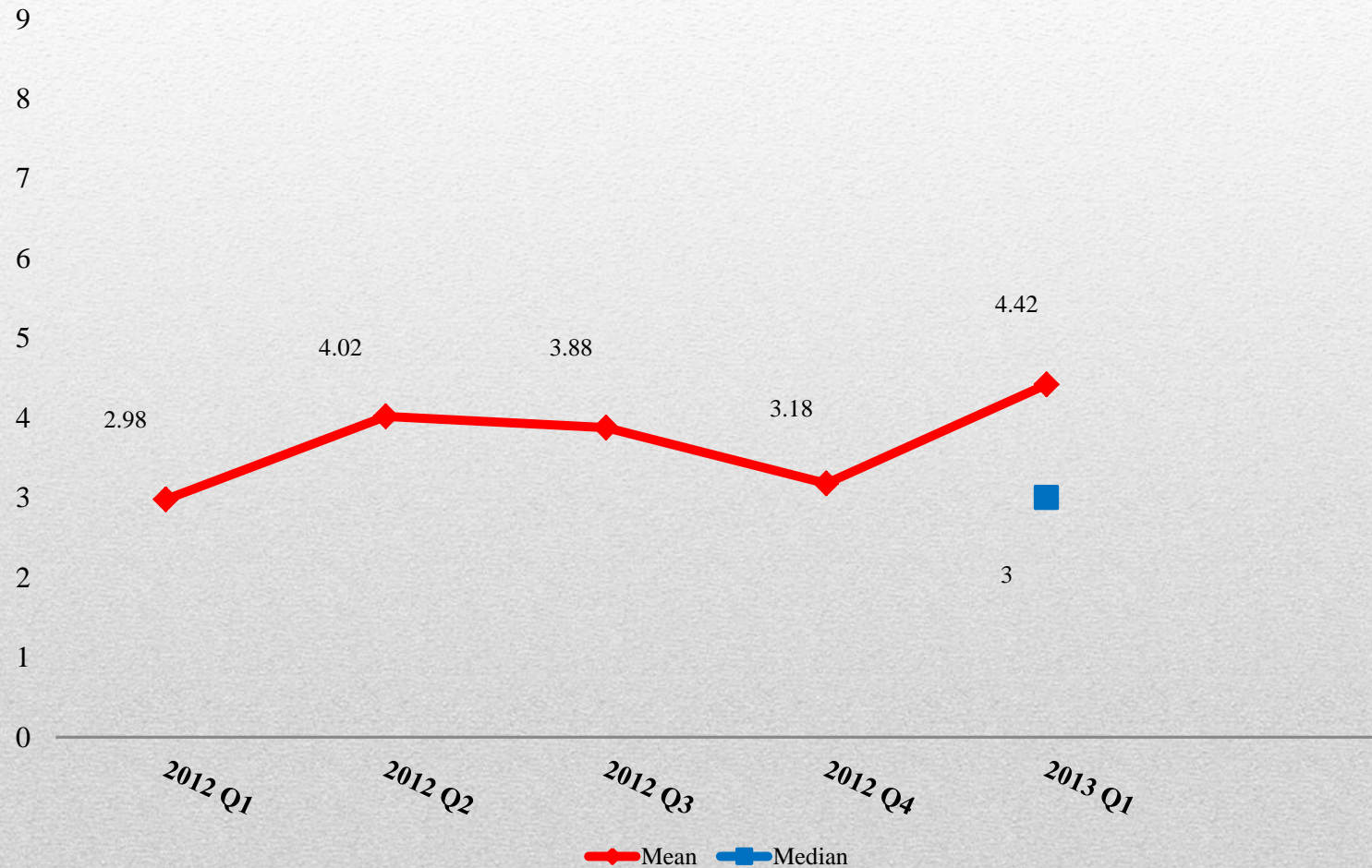
	2010		2011	
	N	%	N	%
# Patients Transferred after Admission	8	100.00%	18	100.00%
Los (Days)				
0	1	12.50%	2	11.11%
1	3	37.50%	12	66.66%
2	4	50.00%	1	5.55%
6	0	0	1	5.55%
9	0	0	2	11.11%

These cases were originally admitted into ARIZONA and then had to be transferred to a higher level of care.

Further review on these cases should be performed to ensure that patients were not admitted in error or had complications that required a higher level of care.

# So What Can I Do?

Length of Stay at Referral Hospital





Account No.  Last Name  First Name  Medical Record No.

**ED / TRAUMA**

ED/Hospital Arrival Date <input type="text" value="02/01/1980"/>	ED/Hospital Arrival Time <input type="text" value="08:45"/>	ED Exit Date <input type="text" value="02/03/1980"/>	Exit Time <input type="text" value="10:45"/>	ED LOS (Hrs) <input type="text" value="2"/>	ED LOS (mins) <input type="text" value="3000"/>												
Signs of Life <input checked="" type="checkbox"/> Y	ED Discharge Disposition <input type="text" value="ICU"/>	ED Discharge Destination Hospital <input type="text" value=""/>	ED/Hosp Initial GCS - Total <input type="text" value="11"/>	<table border="1"><thead><tr><th>#</th><th>Transfer Delays</th></tr></thead><tbody><tr><td>1</td><td></td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr><tr><td>5</td><td></td></tr></tbody></table>		#	Transfer Delays	1		2		3		4		5	
#	Transfer Delays																
1																	
2																	
3																	
4																	
5																	

**ADMISSION / DISCHARGE**

Admission Date <input type="text" value="02/03/1980"/>	Inpatient Discharge Date <input type="text" value="02/05/1980"/>	Inpatient Discharge Time <input type="text" value="11:45"/>	Inpatient LOS (Days) <input type="text" value="2"/>	Inpatient Discharge Disposition <input type="text" value="HOME"/>
Inpatient Discharge Destination Hospital <input type="text" value=""/>		Total LOS (ED + Admission) (Days) <input type="text" value="4.13"/>	Final Outcome <input type="text" value="L"/>	ICU LOS (Days) <input type="text" value="1"/>

**TOXICOLOGY**

Alcohol Use Indicator <input checked="" type="text" value="BELOW_LEGAL_LM"/>	<table border="1"><thead><tr><th>#</th><th>Substance</th></tr></thead><tbody><tr><td>1</td><td>OTHER</td></tr><tr><td>2</td><td></td></tr><tr><td>3</td><td></td></tr><tr><td>4</td><td></td></tr><tr><td>5</td><td></td></tr></tbody></table>	#	Substance	1	OTHER	2		3		4		5	
#		Substance											
1		OTHER											
2													
3													
4													
5													
Blood Alcohol - mg/dL <input type="text" value="25.00"/>													
Drug Use Indicator <input checked="" type="text" value="CONFIRMED_NO"/>													

**FINANCIAL**

Primary Method of Payment <input checked="" type="text" value="PRIV-COMMERCIAL"/>	
Total Hospital Charges <input type="text" value="570000.00"/>	<b>AZ Reduced Validator</b>
Total Hospital Reimbursement <input type="text" value="569988.00"/>	

# What Else Can I Do?

- Review all patient transfers
  - Classify transfers > 2hours
    - Disease related
    - System related
    - Provider related
  - Determine corrective action
    - Education
    - Discussions
  - Don't forget to re-evaluate
-



# Summary

- Reviewed Data
  - Reviewed Possible Causes
  - Reviewed Possible Solutions
-



# Questions?

